



Traffic Management Office



TMO CLNC DPS ISSUES AND LESSONS LEARNED

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Aug 08: Began Preparations For the DPS Classroom. Too many customers do not have NMCI accounts and commercial email accounts. Decision made to use commercially accessed network such as cable.

Sep 08: Commercially accessed network not authorized for locations not sponsored by MCCS. Decision made to use MRAN. TMO paid for acquisition of 10 Dell computers, router and high speed printers with capability expansion to 40.

Oct 08: Network and computers installed and operational. New computers have Windows Vista; very memory hungry and potentially problematic due to internal settings and data packet routing.



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19 Nov 08: 0800, Classroom opened for 3 DPS clients:

1. ETA password issues immediately appeared. SDDC Help Desk not open until 0900 ET.
2. Resolution at 0940. Clients were not impressed with the delay but once started were impressed with the ease of the system.
3. System would not display destination TMO Phone Numbers and displayed "WOD" on all shipments.
4. 1 Short Fused shipment booked within 20 minutes.
5. Displayed Motorcycle information correctly.
6. Needed Adobe added to the computers to print documentation properly.



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Nov 08 to Present: CONTINUING ISSUES (DIRTY DOZEN)

1. ETA not always reliably providing passwords in a timely manner.
2. Clients still do not have commercial email accounts established prior to arrival. Takes time to assist with setting up the account.
3. Selecting experienced movers to perform counseling at home/alternate location after orders are validated with some success, but several have wanted partial DITY's and had to come back in for separate counseling sessions (frustration expressed).
4. Had to "map" data packet routings from our classroom all the way to the DPS Server Farm at Scott due to congestion somewhere in the pipeline. Improved system access and speed immediately.
5. Mondays!!! Software updates over the weekend with ETA and DPS cause routine slowdown and accessibility. We start at 0800 ET, Scott starts at 0900 ET.



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Nov 08 to Present: CONTINUING ISSUES (DIRTY DOZEN)

6. Limited success with DPMs and NTS and none with Local Moves. Data inputted for DPMs and NTS not translating well into TOPS and causes our Booking Section to hand jam most of the data into TOPS.

7. Invoicing issues continue to present significant validation issues. TSPs are not submitting 619's as required and some are not asking for preapprovals.

8. TSPs are providing their own packing and pick up crews, cutting out the local agents. Some of these crews are not experienced with packing in accordance with the DTR.

9. TSPs are not providing actual pick up dates in DPS and in some cases have picked up shipments before the planned dates due to communication with the member and cutting out the TMO. No inspections on these shipments.



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Nov 08 to Present: CONTINUING ISSUES (DIRTY DOZEN)

10. TSPs are not updating inbound delivery dates in DPS and the system is generating SIT numbers automatically. TMOs should be in the loop to confirm with the member when shipment can be delivered to avoid SIT costs when possible.

11. Too many TSPs are contacting us for instructions on how to use DPS. Good intent but we direct to the Help Desk. TSPs complain to us that the Help Desk does not provide support.

12. Since worldwide deployment, we've identified a need to provide additional computers for the current classroom and may have to outfit another classroom until DPS is fully operationally capable and members can perform all shipment requirements counselings elsewhere.



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Realignment within the Personal Property Branch

1. Counseling (from inception until PreMove Survey Scheduled)
 - a. Reception (clearinghouse for DPS and TOPS selection)
 - b. Counseling (includes counseling, routing and booking)
 - c. Inbound (SIT authorizations, communications with members)
2. Quality Assurance (from PreMove Survey through Invoicing)
 - a. TSP Preapprovals
 - b. Inspections (Inbound/Outbound, Warehouses)
 - c. Local Contract Management (QA Supv is the COR)
 - d. Invoice Verification and Certification
 - e. Claims

DISCUSSIONS?????